

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER

☐

DATE

September 26, 2018

MOTOR CARRIER MATTER

☐

DOCKET NO.

2018-258-E

UTILITIES MATTER

☒

ORDER NO.

2018-646

THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.

SUBJECT:

DOCKET NO. 2018-258-E - Charles Hawkins, Complainant/Petitioner v. Duke Energy Carolinas, LLC, Defendant/Respondent - Staff Presents for Commission Consideration Duke Energy Carolinas, LLC's Motion to Dismiss, along with a Request for Confidential Treatment of Exhibits B and C, and Certain Portions of Duke Energy Carolinas, LLC's Letter Dated September 19, 2018.

COMMISSION ACTION:

in this docket, Mr. Hawkins requests that the Commission order Duke Energy to continue providing electric service to his residence and to accept the partial payments he has proposed to forestall disconnection. Due to serious family medical issues, Mr. Hawkins is unable to make the payments prescribed under this payment plan with Duke Energy. He further has requested that his meter be checked for accuracy. Mr. Hawkins does not allege that Duke Energy has violated any law or regulation.

For its part, Duke Energy has submitted sworn testimony that tests have confirmed that the meter at Mr. Hawkins' home is accurate and that it has made extraordinary efforts to work with Mr. Hawkins to maintain his electric service at his home, but that Mr. Hawkins has just simply been unable to make adequate progress toward paying his account, which has been long in arrears.

Mr. Chairman, this Commission understands and is sympathetic to this and to similar situations in which customers, due to medical problems or other adverse circumstances beyond their control, find themselves unable to pay for utility services. However, the Commission is without the authority or discretion to order a utility to continue to provide service to customers who cannot pay. Under South Carolina law, we have no choice but to dismiss Mr. Hawkins' Complaint. Mr. Chairman, it is our hope, however, that Mr. Hawkins will continue his efforts to find private assistance, which might allow him to continue receiving electric service, and that Duke Energy would continue to engage in good faith efforts to work with Mr. Hawkins toward that end.

Mr. Chairman, I also, at this time, would move that we grant Duke's motion for confidential treatment of Exhibits B and C, and certain portions of Duke Energy Carolinas LLC's letter dated September 19, 2018.

PRESIDING: RandallSESSION: Regular

TIME: 2:00 p.m.

MOTION YES NO OTHER

ELAM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
RANDALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WHITFIELD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WILLIAMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(SEAL)



RECORDED BY: J. Schmieding